

Quality Goal: Building a Comprehensive Quality Management Strategy

“it’s like building a house”

1. First we need our contractors.....
The consumer/individual and the State in partnership
2. Then we need our foundation.....
Vision and Mission Statement
3. Next we need our exterior framework.....
Plan...Do...Study...Act
4. The roof is installed to provide a solid protection and shell.....
Core Consumer and Core System Outcomes
5. And then the interior walls that support the roof.....
Measures and Indicators
6. Windows and doors are important for transparency inside and out.....
Continuous Consumer Involvement
7. Sometimes a security system is in order to protect the home and family from intruders and other dangers.....
Discovery and Remediation
8. The driveway connects the house with the community and neighbors.....
Quality Reporting
9. Landscaping fills in the rest, resulting in a pleasing picture to the community and homeowner, continually growing and changing.....
Continuous Quality Improvement



Steps Overview: How is this connected to the work of the STG Quality Subcommittee?

1. We're building a framework and recommendations for a comprehensive quality management strategy across eight State agencies: Elder Affairs, Office of Medicaid, DDS, DMH, DPH, MRC, MCB, and MCDHH.
2. We first developed a **Vision and Mission Statement** for Quality in Long Term Services and Supports
3. We then adopted a quality framework to shape our approach to a comprehensive quality management strategy: **Plan....Do....Study....Act**
4. Next, we wanted to ensure engagement of consumers in all aspects of our work resulting in:
 - a. **Core Consumer Outcomes** Workgroup
 - b. **Consumer Involvement** Toolkit Workgroup
5. Tools to affect the activities of these two workgroups include:
 - a. PhotoVoice Project—help shape development of Core Consumer Outcomes
 - b. Consumer Involvement Toolkit and Graphic Design Work—help guide state and community agencies in ensuring real and active consumer engagement
6. To support the measurement of Core Consumer and Core System Outcomes, a quality inventory was conducted to capture how these eight agencies are: (1) organizing and implementing their quality management strategies; and (2) using data to measure the impact of programs and services on consumers' lives, experiences, health, and desired outcomes as well as fiscal and operational efficiencies and effectiveness

7. Information learned from a combination of the quality inventory, core outcomes, and consumer involvement will result in fruitful knowledge in which to pilot **Quality Reports** across diverse audiences in early 2010.
8. The quality inventory will also produce concrete information for the Cross Agency Quality Workgroup to identify best practices to adopt, recommend, and expand to other State agencies, bringing improved coordination and communication among quality management staff and operations. Further, it will assist in determining what measures and indicators exist to support measurement of the Core Consumer and Core Systems Outcomes, and where gaps might exist.
9. The resulting components of this strategy: consumer involvement, core consumer and core system outcomes, effective measures and indicators, adoption of best practices in both data management and quality operations, and reports shared with the public to promote transparency and knowledge about how services and programs are affecting the lives of individuals in the community as well as how they are being managed and operated, will build the seeds for a continuous quality improvement plan that will grow and change with time and knowledge.